

# State of Iowa OCIO -- RFP #1020-605-01

## RFP Scoring Methodology

RFP Technical Proposal Section	Scored Specification	Points Available
<b>General</b>		
4.4.1	Describe your solution, including product features/capabilities, alignment with State of Iowa's goals, system design, user experience, and other information supporting a determination that the proposed solution will meet the needs of the Agency for a Mass Notification System similar in nature to the background provided in Section 1.3 and the Mandatory Specifications in Section 4.3.	27
4.4.2	Describe how your proposed solution meets the requirements and specifications outlined in Section 1.3 and 4.3.	27
4.4.3	Describe the process for initiating a message	271
4.4.4	Describe your approach to providing the testing/exercise mode required by Section 4.3.4.	298
4.4.5	Describe the proposed solution's support for providing messages in multiple languages. Provide a list of all languages supported by the proposed solution.	163
4.4.6	Provide contact information for at least three references for a completed Mass Notification System (as described in Section 1.3) where you served as the prime contractor for the engagement or similar services for a governmental entity (city, county, state agency, or federal agency) within the last four years.	54
<b>Solution</b>		
4.4.7	Describe the approach for providing hosting and management services necessary to implement and maintain the Mass Notification as described in this RFP, beginning with the initial implementation of any Portal instance, and continuing throughout the implementation and post-implementation.	217
4.4.8	The Respondent should provide a detailed description of its managed hosting solution(s), for all environments included in this RFP	190

4.4.9	Describe your approach to installation and configuration of all software, hardware, and cloud services necessary to provide a complete working environment to meet the initial performance requirements of the Mass Notification System. Additionally, to the extent that cloud computing is used in your solution, explain how your solution will utilize, configure, maintain, and update cloud computing resources.	271
4.4.10	Describe your approach to day-to-day operations, maintenance, and administration of the Mass Notification System, to include customer service, facilities, hardware, networking, security, performance monitoring, and problem resolution.	407
4.4.11	Provide a template Service Level Agreement (SLA).	81
4.4.12	Describe how you intend to promote the system to end users and increase public, business, and government use of the Mass Notification System.	326
4.4.13	Explain how the proposed solution will solicit, collect, and report responses from end users as required under Section 4.3.6.	407
<b>Security and Compliance</b>		
4.4.14	Describe the approach for compliance with all applicable state and federal laws, regulations, standards, and policies as defined in Section 4.3.31.	217
4.4.15	Describe your general approach to information security and privacy compliance, and the general method by which compliance is addressed and achieved.	353
4.4.16	Explain the multi-tier security environment required under Section 4.3.33, and how it defends against unauthorized use of the proposed Mass Notification System.	434
4.4.17	The Contractor should describe its approach for ensuring that the Mass Notification System and its content meet and enable the Agency to meet these requirements, including how accessibility is incorporated by design into the Mass Notification System.	434
4.4.18	Provide proof of SOC3 compliance by submitting your most recent publicly available report.	109
<b>Technical and Data Architecture</b>		

4.4.19	Provide a description of how you will respond to system malfunctions, security breaches, and diagnose and solve problems with the network, hardware, or software.	516
4.4.20	Provide a description of the failover system that will take over in the event the hardware or software fails.	543
4.4.21	Provide a description of the Contractor's disaster recovery strategy.	488
<b>Post-Implementation</b>		
4.4.22	Describe the proposed manual and training models for the solution. Include the plan for post-implementation ongoing support, maintenance, and upgrades.	570
4.4.23	Describe how the proposed solution provides 24/7 helpline assistance for system outages and message delivery.	597
	<b>Total Possible Points for Technical Proposal</b>	<b>7000</b>
<b>RFP Attachment #1 Cost Proposal</b>	<b>Cost Criteria</b>	<b>Possible Cost Points</b>
<b>Total Possible Cost Proposal Points</b>	The qualified Respondent with the lowest all-inclusive total cost will be awarded the maximum points. All other Respondents will receive a Cost Proposal score proportional to the lowest cost proposal.	<b>3000</b>